

Joining georgia.gov Guide

A Reference Guide

Version 2.2.1

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Georgia Technology Authority

Questions about this Guide should be sent to guide@ga.gov.

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Section 1 – ‘Jgg Guide’ Introduction

Joining georgia.gov Guide (Jgg Guide) Overview

The **Joining georgia.gov Guide (Guide)** is a reference manual for the policies, standards, processes, information and suggestions that will assist Georgia agencies in performing the tasks necessary to deliver content and applications across **georgia.gov**. At the highest level, “Joining” **georgia.gov** means agreeing to abide by these requirements. It also means joint administration by Georgia Technology Authority (GTA) and the agencies of the processes for delivering content or applications across the **georgia.gov** infrastructure.

Georgia.gov provides a universal point of access to Georgia government information and services. It includes general or enterprise content, agency sub-portals (i.e., an agency Website) or a “Portal business card” (until the creation of a true **georgia.gov** agency sub-portal), on-line services, and a customer support call center (the Portal Contact Center). The vision for **georgia.gov** is:

- **For constituents** – a trusted provider of Georgia digital government information and services that simplifies government bureaucracy, focuses on serving the constituent efficiently and effectively, and never closes.
- **For State Agencies** – a utility of interrelated hardware, software, tools, common functionality, and processes that is capable of delivering the needed power on demand and empowering agencies to rapidly develop and deploy agency specific information and constituent services to the internet.

The **Joining georgia.gov Guide (Jgg Guide)** can be found on the **georgia.gov** site by going to Government/State Government/Intergovernmental/Joining **georgia.gov** Guide or by clicking: http://www.georgia.gov/00/channel/0,2141,4802_3665306,00.html.

The **Guide** is for several specific audiences. It is for agency personnel who have either made the decision to join **georgia.gov** or are seriously considering Joining and want more in-depth information about the processes and requirements. Such personnel include:

- | | |
|---------------------------------|---------------------------------------------------------------------|
| • IT Directors | • Content Contributors |
| • Agency Portal Managers | • Project Managers |
| • Agency Content Administrators | • Developers will find standards and links to technical information |

The Georgia Technology Authority (GTA) will review and update the Guide regularly using input from GTA staff and the agencies. Therefore, GTA strongly encourages agencies to submit suggestions and/or “lessons learned” with the intent of making it easier for all to join and participate on **georgia.gov**.

Submitting Changes to the Jgg Guide

Agencies that have joined or are intending to join **georgia.gov** may request changes to the Guide through the guide@gtg.ga.gov mailbox via the following procedure:

1. If clarification or follow up by GTA is needed, all requests should include detailed description of the change, section(s) impacted, potential benefits, and reply contact information (e.g., name, e-mail address and phone number).
2. The GTA GeorgiaNet Portal Liaison Team will instigate a review; approved changes will be incorporated into the Guide, which will be re-published to **georgia.gov**.

Table 1-1 shows the current revision history of the **Joining georgia.gov Guide**:

Revision #	Revision Date	Changes Made (Description)	Revision Author
1.0	12/20/02	Completed v1.0 of the Guide for Content only.	GTA
2.0	03/31/03	Completed v2.0 of the Guide	GTA
2.1	09/2003	Updates to Guide – see Release Notes	GTA
2.2	05/2004	Updates to Guide – see Release Notes	GTA
2.2.1	08/2004	Update to Sect. 6, Application Deployment	GTA

Table 1-1 - Revision History of the **Joining georgia.gov Guide**

How to use the Guide

See [Section 2](#) for an overview of **georgia.gov** services. [Section 3](#) provides general standards for all services of **georgia.gov**. [Section 4](#) covers processes for deploying content and applications.

See these three sections for the main areas of interest associated with Joining **georgia.gov**:

Content Management Guidelines

See [Section 5](#). Content management is one of the key advantages of an agency’s participation in **georgia.gov**. Centrally managed content minimizes the time spent on updating and allows sharing of consistent and reliable information across agencies.

Application Hosting and Services Guidelines

See [Section 6](#). Access to agency services in an intuitive, intention-based manner from a single trusted source is one of the key advantages of agencies delivering applications via **georgia.gov**. **Georgia.gov** provides agencies a consistent, reliable and trusted mechanism to deliver information and services to their constituents. At the same time, **georgia.gov** provides constituents a single doorway to access services provided by a variety of agencies without the constituent having to possess prior knowledge as to which agency provides the service, the agency’s location, or the agency’s Web address.

Portal Support and Data Center Services

See [Section 7](#). Responsibility for resolving constituent contacts for both content and applications delivered through **georgia.gov** is shared between the Georgia Technology Authority (GTA) Portal Contact Center and the Agency Contact Center. Constituents may send e-mails or call the address/phone number presented on **georgia.gov**.

[Section 8](#) covers cost considerations.

This **Joining georgia.gov Guide** and Associated Documents (listed below) define the requirements and processes for each of the three main areas of interest.

Associated Documents

This **Guide** serves as both a summary and a reference framework to aid agencies in delivering content and applications across **georgia.gov**. It is not a comprehensive collection of all technical specifications and management procedures. Such specifications and procedures are in the following associated documents. These documents are addressed in the following sections of the **Guide** and are listed here as a handy reference.

PORTAL STANDARDS, Section 2	
Associated Documents	Location
Accessibility statement	Portal Standards (http://www.georgia.gov/00/channel_title/0,2094,4802_23868592,00.html)
Domain Name Standard	
Enterprise Information Security Policies	
Intellectual Property Display Standard	
Link Disclaimer	
Linking Standard	
Privacy Statement	
Security Statement	
Trademark, Service Mark, and Copyright Notice	

CONTENT MANAGEMENT, Section 5	
Associated Documents	Location
Content Management Guidelines	Content Management Documents (http://www.georgia.gov/00/channel_title/0,2094,4802_3667701,00.html)
Style Guide	
Agency Sub-Portal/Business Card Manual	
Content Management Requirements	
Information Architecture Methodology	
Test Checklist for Portal Acceptance Testing	

See also georgia.gov Standards, Section 2	Portal Standards (http://www.georgia.gov/00/channel_title/0,2094,4802_23868592,00.html)
-------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

APPLICATION HOSTING, Section 6	
Associated Documentst	Location
Portal Developers Kit (http://www.ganet.org/pdk/)	Application Hosting Documents (http://www.georgia.gov/00/channel_title/0,2094,4802_3665308,00.html)
User Interface Design Guide for Online Applications	
System Architecture Document (Enterprise Portal Interoperability Architecture)	
Test Plan for Portal Applications	
Test Checklist for Portal Acceptance Testing	Portal Standards (http://www.georgia.gov/00/channel_title/0,2094,4802_23868592,00.html)
See also georgia.gov Standards, Section 2	

SUPPORT, Section 7	
Associated Documents	Location
Problem Management (ServiceCenter®) Manual	Support Documents (http://www.georgia.gov/00/channel_title/0,2094,4802_23875457,00.html)
Inter-Agency Agreement (IAA)	
Inter-Agency Agreement for Content Only (IAA-C)	Support Documents (http://www.georgia.gov/00/channel_title/0,2094,4802_23875457,00.html)
See also georgia.gov Standards, Section 2	Portal Standards (http://www.georgia.gov/00/channel_title/0,2094,4802_23868592,00.html)

OTHER RESOURCES	
Associated Document	Location
Web-Based Technology Review Standard	GTA Web-Based Technology Review Standard (http://gta.georgia.gov/vgn/images/portal/cit_1210/3180236Web-Based_Technology_Review_Standard_031803.pdf)
Agency Request for Technology (ART)	GTA Technology Review Standard (scroll to end of policy)
Agency Request for Services (ARS)	Request for Services (http://services.georgia.gov/esp/survey.do?surveyId=2053)
Memorandum of Understanding (MOU)	MOU (http://georgia.gov/vgn/images/portal/cit_1210/44/48/19211183mo_u.pdf)

NOTE: If a State Agency is interested in Joining the **georgia.gov** portal, contact your GTA Account Manager for more information. If you do not know your GTA Account Manager, go to: [‘Find my GTA Account Manager \(http://gta.georgia.gov/00/channel_modifieddate/0,2410,1070969_1074419,00.html\)’](http://gta.georgia.gov/00/channel_modifieddate/0,2410,1070969_1074419,00.html).

Section 2 – Georgia.gov Services

Catalog of georgia.gov Services

Georgia.gov services are a comprehensive suite of services and tools to help fulfill e-Government needs. Below are current **georgia.gov** services and additional services will be made available as they are completed. Technical documentation for using these services are provided in the [Portal Developers Kit](#). The following sections provide a brief synopsis of the current **georgia.gov** services.

Application Hosting

Application Hosting Service supports the next generation of agency applications. The **georgia.gov** Application Hosting environment is specifically designed to host e-Government applications and to ensure the security, integrity and availability of agency services.

Refer to [Section 6](#) of this Guide and to the [Portal Developers Kit](#).

Content Management

Content Management Service empowers agency business owners to manage their web and application content without the assistance of technical resources.

Refer to [Section 5](#) of this Guide and to the [Content Management Documents](#).

Payment Processing

[Payment Processing Service](#) offers a full suite of payment processing options for applications, including an enterprise payment engine with a dedicated secure connection to the State of Georgia approved payment processor and the administrative and reporting functions an accounting office needs to reconcile its books. The georgia.gov Payment Processing Service provides government agencies with a fast, reliable, and secure payment processing solution, and provides lower processing rates through economies of scale

More information on the Payment Processing Service can be found in the [Portal Developers Kit](#).

Speech Recognition & Interactive Voice Response

Speech Recognition and Interactive Voice Response Service enables an agency to extend applications to work over the telephone, reaching a significantly larger audience for important services.

Currently, this service is offered only in conjunction with the georgia.gov Application Hosting Service.

Support

Support Service offers the constituent support that an agency needs for its content and applications, as well as problem resolution for **georgia.gov** infrastructure. **Georgia.gov** Support Services includes a state of the art call center to relieve agency personnel from common questions and requests for assistance, as well as a defined support model for each of the **georgia.gov** services.

Refer to [Section 7](#) of the Guide.

Integration

Integration Service provides a standardized model and the tools an agency needs to fulfill application and data integration requirements.

Currently, this service is offered only in conjunction with the georgia.gov Application Hosting Service.

Identity Management

Identity Management Service offers a consistent, unified, and secure approach to delivering authentication and authorization capabilities for applications.

Currently, this service is offered only in conjunction with the georgia.gov Application Hosting Service.

Tools and Components

Tools and Components give an agency a head start in delivering critical services by providing pre-developed tools and components for common services.

Survey Tool

The Enterprise Survey Tool (EST) is a georgia.gov tool that provides a mechanism to collect, store and distribute information entered by constituents into customized electronic forms. With this tool, online forms and surveys can be created for an agency website without the assistance of application developers. Constituents are able to access and complete these forms through the agency georgia.gov website. Forms and surveys automatically incorporate the standard georgia.gov look-and-feel of an agency without HTML development. Information entered by constituents is stored and can be easily retrieved by or emailed to the appropriate persons. The EST does not replace the need to develop applications that have complex business rules or unique security requirements, but it does provide an accelerated mechanism to transfer paper forms and surveys to an agency website.

For contact information, how to request, EST Manual, etc., go to [Survey Tool](#) (http://www.georgia.gov/00/channel_title/0,2094,4802_12695622,00.html).

Technical Documentation

Technical documentation for **georgia.gov** Services is placed on the [Portal Developers Kit](#) Web site as services become available.

How to Identify and Add Enterprise Services

Agencies who believe they have identified a need for an Enterprise Service should contact their GTA Account Manager ([Find my GTA Account Manager](#)) or write to Joining@gta.ga.gov.

Section 3 - georgia.gov Standards

Overview

The standards contained within this Section cover areas of general applicability in the areas of content, applications, and support. Adherence to these **georgia.gov** standards and to all applicable published **georgia.gov** policies and standards are necessary in order to preserve and protect the integrity of **georgia.gov**.

For specific core requirements in the area of content creation, maintenance and deployment, see [Section 5](#). For specific core requirements in the creating, testing, deployment and hosting of applications, see [Section 6](#). For specific core requirements regarding the Distributed Portal Support Model, see [Section 7](#).

While **georgia.gov** standards do not dictate procedures or details at a micro level, they do provide the framework for uniformity and consistency in the following areas.

General Standards

Specific standards statements are below in ***bold italicized text***, with additional supporting information and links. Adherence to all standards related to **georgia.gov**, unless an exception is granted, is essential to ensure the integrity of the enterprise portal and the usability experience of the constituent.

All general portal standards are at this site: [Portal Standards](#)

georgia.gov Brand and Logo Usage

All agencies that join georgia.gov must adhere to all requirements and restrictions regarding use of the georgia.gov brand and logo in all online and offline media. The georgia.gov brand may only be used by an agency via the Content Management System (CMS) or in associated offline print media. For additional information on usage requirements, see the [georgia.gov Style Guide](#) with the [Content Management Documents](#).

Proper use and display of the logo is part of the **georgia.gov** CMS templates. Agencies will be trained on how to use these templates for maintaining their sub-portals.

Agency Co-branding

Space in the upper right corner of the sub-portal is for an agency's logo. This logo serves as a co-brand to the state **georgia.gov** brand. Training will be provided to agencies on how to add agency-specific branding to their sub-portals. Sub-portals must be maintained through the CMS application and templates. For additional information, see the [Sub-Portal Training Manual](#) with the [Content Management Documents](#).

Content Management System

All agencies that join georgia.gov shall use the centralized enterprise Content Management System (Vignette) and its templates for the presentation of content and applications on georgia.gov. See [Section 5](#) for more information.

Templates

Templates are an integral part of **georgia.gov** and support the information architecture framework of its environment. Therefore, GTA provides and maintains the CMS templates. The process for requesting changes/additions to the existing template inventory is in the [Sub-Portal Training Manual](#) with the [Content Management Documents](#).

NOTE: Agencies will be trained on how to use these Content Management System (CMS) templates to maintain their sub-portals. They may only modify their sub-portals through the templates provided or customized on **georgia.gov**.

Information Architecture / Taxonomy

All agencies that join georgia.gov must adhere to the 'enterprise portal information architecture'. The information architecture described in the [Content Management Documents](#) will evolve over time. The GaNet staff will work with agencies to describe the architecture/taxonomy requirements.

Prior to deploying content on **georgia.gov**, agencies must also allocate time and resources to prepare and organize their content according to the **georgia.gov** taxonomy framework. Such preparation is vital to an agency's success in creating and maintaining their sub-portals.

Privacy Statement Usage

All agencies that join georgia.gov shall take reasonable steps to ensure and protect the privacy of constituents and their information in all electronic interactions on georgia.gov. This is essential in order to maintain the status of **georgia.gov** as a trusted provider and source for government services and information.

The **georgia.gov** Privacy Statement is part of the CMS templates and, as such, is included at the bottom of all **georgia.gov** and agency sub-portal pages.

Agencies shall first review the standard georgia.gov [Privacy Statement](#) and either: 1) ensure that their content and applications are consistent with it, or 2) create and maintain a privacy statement that accurately reflects their content and applications by following the steps described in this

section. If the standard Privacy Statement is inaccurate for a sub-portal's content or applications, the agency must notify both its legal counsel and GTA and must create an accurate privacy statement for their sub-portal. GTA will work with agencies to include their customized privacy statement on their sub-portals.

Security

All agencies that join georgia.gov shall take reasonable steps to ensure the confidentiality, integrity and availability of their content and applications on georgia.gov. Agencies are responsible for ensuring that the applications incorporate adequate security measures in their design and build. This is essential in order to maintain the status of **georgia.gov** as a trusted provider and source for government services and information.

See the **georgia.gov** [Security Statement](#) that is listed under the Important Notices link on the footer of all **georgia.gov** pages.

Agencies must also adhere to all security standards and policies, including all GTA-issued enterprise security policies, unless specifically granted an exception. They may also develop detailed policies and procedures to handle agency-specific cases. See the current [Enterprise Information Security Policies](#).

Accessibility

All agencies that join georgia.gov shall take reasonable steps to ensure that content and applications on their sub-portals are accessible to constituents. Agencies must become familiar with the principles and guidelines for achieving universal accessibility and must apply them in designing and publishing content to georgia.gov. See the current **georgia.gov** [Accessibility Policy](#).

Many accessibility standards are part of the **georgia.gov** Content Management System (CMS) templates. Agencies will be trained on how to use these CMS templates to maintain their sub-portals. See the [Sub-Portal Training Manual](#).

Domain Name Usage

All agencies that join georgia.gov must adhere to the georgia.gov Domain Name Standard to provide consistency and reliability in the use of **georgia.gov** and to ensure constituents that they are accessing an official State of Georgia government site.

Domain names (such as **georgia.gov**) used in Web sites and e-mail addresses are to uniquely identify computers and networks. The domain name is an online brand - the core of an organization or program's Internet identity. Managers of domain names require name holders to meet certain eligibility requirements and to follow certain standards in using the names. These standards help to preserve the integrity of the name space.

GTA is the official registrant and manager of the second-level managed domains (**georgia.gov**, **ga.gov**, **mygeorgia.gov** and **myga.gov**). For simplicity purposes, this section of the Guide refers only to **georgia.gov**; however, all references to **georgia.gov** apply equally to **ga.gov**, **mygeorgia.gov** and **myga.gov**.

Domain Name Registration Process

GTA will assign a third-level domain name (e.g., **gta.georgia.gov**) to all agencies. Agencies can also request additional third-, fourth- or subsequent-level domain names. A list of [Agency Acronyms](http://www.georgia.gov/00/channel/0,2141,4802_2458493,00.html) (http://www.georgia.gov/00/channel/0,2141,4802_2458493,00.html) (found on georgia.gov, Agencies and Organizations), currently in use as part of Agency Domain Names, is available online.

Requesting Additional Domain Names

Agencies should follow these steps to request the registration of additional domain names:

1. Review the [georgia.gov Domain Name Standard](#) available under the Enterprise Policies and Standards channel on gta.georgia.gov.
2. Review the Domain Name Selection section of the standard, as well as the Domain Naming Guidelines prior to finalizing the requested domain name.
3. Submit an email with the requested domain name to the GTA Traffic Mailbox (traffic@gta.ga.gov). Be sure to include your contact information, as well as any additional information that will help clarify the intended use for the domain name.

Once the registration process is completed, the GTA Domain Registrar will review the request. If approved, GTA will assign domain names in accordance with the **georgia.gov** Domain Name Standard. The domain name will become active within one to two business days after approval.

Agency Domain Name Responsibilities

Agencies are responsible for managing the use of their sub-portal domain names and the paths within such sub-portals in accordance with the [georgia.gov Domain Name Standard](#).

NOTE: Through the **georgia.gov** “business card” effort, GTA requested that agencies provide their preferred acronym for use in constructing the primary sub-portal domain name. Every effort was made to comply with those requests while ensuring that a unique domain name is available and assigned to each agency. See [Agency Acronyms](#) for a current list of assigned domain names.

Linking Standard

All agencies that join georgia.gov must adhere to the [georgia.gov Linking Standard](#). Failure to adhere to this Standard could have legal consequences for the agency and/or **georgia.gov**.

An External Link Checklist is below. Additionally, agencies are strongly encouraged to follow the Internal and External Link Guidelines listed in the [georgia.gov Linking Standard](#) for all links on their sub-portals.

Link Disclaimer Statements

All **georgia.gov** pages include a hyperlink to the standard Link Disclaimer included on the Important Notices page for which there is a link on the footer of all **georgia.gov** pages. The link disclaimer essentially informs constituents that neither the agency nor **georgia.gov** is responsible for the content or policies of any external site to which a link may take the constituent. See the current [Link Disclaimer](#), which is under the Important Notices link on the footer of all **georgia.gov** pages.

External Link Checklist

Prior to placing external links on a **georgia.gov** page, agencies should:

1. Review the Criteria for Inclusion and for Exclusion of External Links in the [georgia.gov Linking Standard](#).
2. Develop and regularly review their agency policies governing the existence and choice of links-to external sites. Such policies should ensure that the selection of external links-to sites is consistent with the agency's mission and with the purpose and structure of its **georgia.gov** sub-portal.
3. Determine, prior to linking, whether the external Web site has any conditions precedent to linking, such as the execution of a license agreement.
4. Limit linking to the external Web site's home page. In other words, refrain from "deep-linking" without first obtaining permission from the linked-to Web site's owner or seeking the advice of counsel.
5. Review the content of all external Web sites prior to linking and frequently thereafter to assure conformity with **georgia.gov** standards (especially the Linking Standard and the Trademark, Service Mark and Copyright Notice).
6. Create, maintain and link to an appropriate link disclaimer statement, such as the one that appears on the **georgia.gov** Important Notices page.
7. Have all external links open in a new separate browser window or, alternatively, use a method that ensures constituents are aware that they are leaving **georgia.gov**.

Trademark, Service Mark and Copyright Usage

All agencies that join georgia.gov must adhere to the georgia.gov Intellectual Property Display Standard ([georgia.gov Intellectual Property Display Standard](#)) when third party content is used on their sub-portals. The purpose of this standard is to respect the copyrights (as well as all other intellectual property rights) of all parties, and to protect the state from claims of infringement.

Either all content (including page designs) on georgia.gov must be in the public domain; owned by the state, or the state must possess a valid right, license or permission to use the content. Otherwise, the agency must have express permission from the copyright holders authorizing the content's intended use. Photographs may require not only the copyright holder's express permission but also the permission of the person or persons appearing/depicted in the image.

GTA may request that the agency produce proof of its permission/license to use content and may remove the content and/or the page upon which it appears, if such proof is unavailable or nonexistent. Failure to submit proof of permission, when requested, may result in the return of an agency's submission or delay in deployment of the content or completion of the **georgia.gov** project.

If GTA receives a claim of infringement, it will notify the appropriate entity so that it may respond to the claim. However, GTA may unilaterally decide to remove the content in question until the issue is resolved.

All **georgia.gov** pages include a hyperlink to the standard Trademark, Service Mark and Copyright Notice found on the **georgia.gov** Important Notices page. Such pages must comply with the **georgia.gov** Intellectual Property Display Standard. The notice essentially informs constituents that content on **georgia.gov** pages is the property of its respective owners and provides the contact information for claims of infringement in accordance with the federal Digital Millennium Copyright Act.

See the [georgia.gov Intellectual Property Display Standard](#) for the parameters governing the usage of third party intellectual property (e.g. trademarks, service marks, copyrights, etc.) on **georgia.gov**.

See the notice that is in the footer that is built into the template of all **georgia.gov** pages (with Important Notices), [Trademark, Service Mark and Copyright Notice](#).

See the Content Management Guidelines with the [Content Management Documents](#).

NOTE: Agencies are responsible for reviewing the **georgia.gov** Trademark, Service Mark and Copyright Notice to ensure that it accurately reflects the content and applications on their sub-portals. If the **georgia.gov** Trademark, Service Mark and Copyright Notice is not accurate as written for an agency's sub-portal content or applications, the agency must notify both its legal counsel and GTA and must create an appropriate notice for use with the sub-portal

Core Requirements

All agencies that join georgia.gov must adhere to certain core requirements. The purpose of these requirements is to maximize and leverage the advantages of using an enterprise system and to ensure consistency in its use. See the respective sections for [Content Core Requirements](#), [Applications Core Requirements](#), and [Support Core Requirements](#).

Section 4 - Processes for Deploying to georgia.gov

Overview

This Section describes the process flows and the roles and responsibilities of the agencies and GTA in coordinating these efforts:

- Content Management and Support
- Application Delivery and Support

There are six development stages and one support stage in the Joining georgia.gov Processes for deploying content and applications. The six development stages are: Planning, Requirements, Analysis and Design, Construction, Test, and Deployment. The Hosting and Support Stage occurs after content or an application goes live in production; this stage includes the activities performed to monitor hosting of the content or application and support of the **georgia.gov** infrastructure. Even at a high-level, the activities performed in the stages differ somewhat between the Content Management Process and the Application Delivery Process, so the two processes are presented separately.

A combined Project Team, made up of the Agency Project Team and the GTA Project Team, performs the activities in the processes. The Agency Project Team is responsible for the major product deliverables. The GTA Project Team is responsible for mentoring the Agency Team and performing quality reviews during the development life cycle.

Content Management and Support Process

This section provides an overview of the overall approach and interaction points between GTA and an agency for creating, migrating and maintaining content in **georgia.gov**. Detail information to guide a content developer is in [Section 5](#) of this Guide.

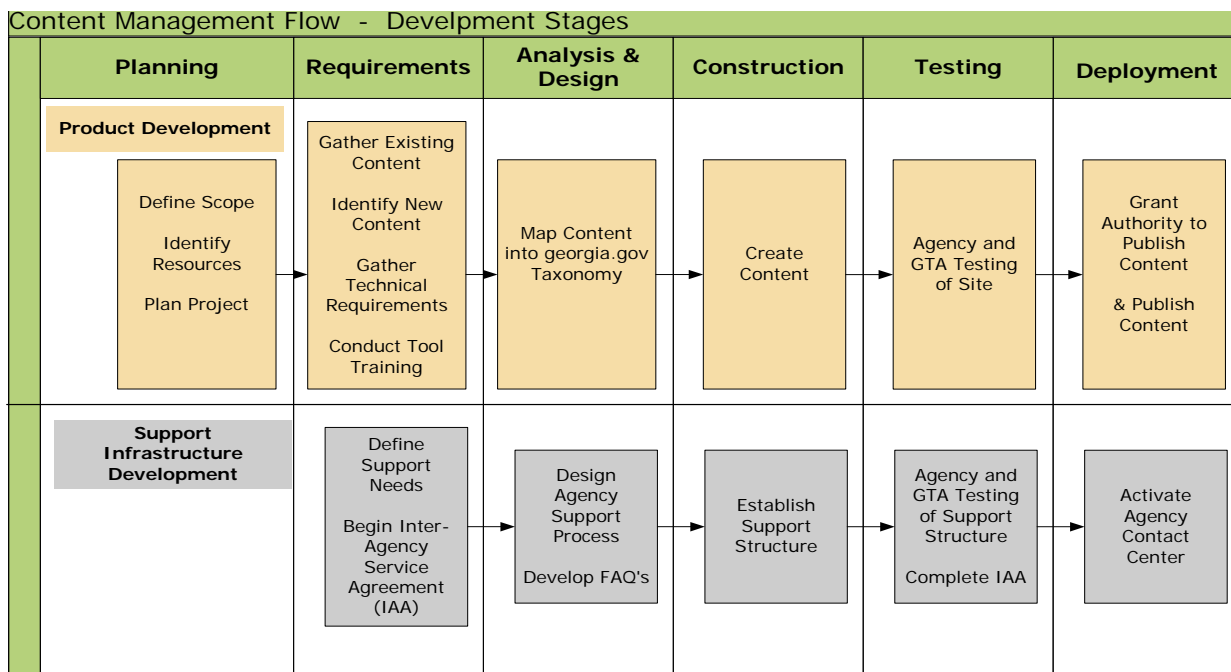


Figure 4-1: Overall Content Management Process Flow

Content Management and Support Process Stages

The Content Management and Support Process stages consist of the following activities:

Planning Stage

The Agency Project Team and the GTA Project Team perform these steps together.

- Initiate the project.
- Define the scope.
- Identify resources for both the Agency and the GTA Project Teams.
- Plan project.

Requirement Stage

- The GTA Project Team works with the Agency Project Team to collect requirements about the agency's current content and additional content to be included in the sub-portal site.

- The GTA Project Team reviews the enterprise templates for applicability for agency sub-portal site.
- The GTA Project Team prepares new templates or modifications to templates.
- The GTA Project Team creates the Agency sub-portal template and plans agency training.
- The GTA Project Team delivers Agency content management tool training.
- The Agency Project Team and GTA Project Team start defining support needs.

Analysis and Design Stage

- The Agency Project Team, advised by the GTA Project Team, analyzes its content for fit within the **georgia.gov** content.
- The Agency Project Team lays out its content prior to moving it into the templates.
- The Agency Project Team develops its FAQ's.

Construction Stage

- The Agency Project Team creates its content in the sub-portal templates.
- The Agency Project Team and GTA Project Team draft the Inter-Agency Agreement to define support.
- The Agency Project Team establishes its Agency Contact Center support structure.

Testing Stage

- The Agency Project Team checks its content and notifies the GTA Project Team for GTA review.
- The GTA Project Team reviews Agency content and advises Agency Project Team.
- The Agency Contact Center support is tested and the IAA completed.

Deployment Stage

- The GTA Project Team grants authority to the Agency Project Team to publish and maintain its content.
- The Agency Project Team publishes its content.
- The Agency Project Team activates its Agency Contact Center.

Hosting and Support Stage

- The Agency Project Team makes changes to the agency content.
- The GTA Operations Team monitors and maintains the production environment and tools.

Application Delivery and Support Process

This section provides an overview of the overall approach and interaction points between GTA and an agency for developing and deploying applications in **georgia.gov**.

Detail information to guide a developer is in the [Portal Developers Kit](#) and [Section 6](#) of the Guide.

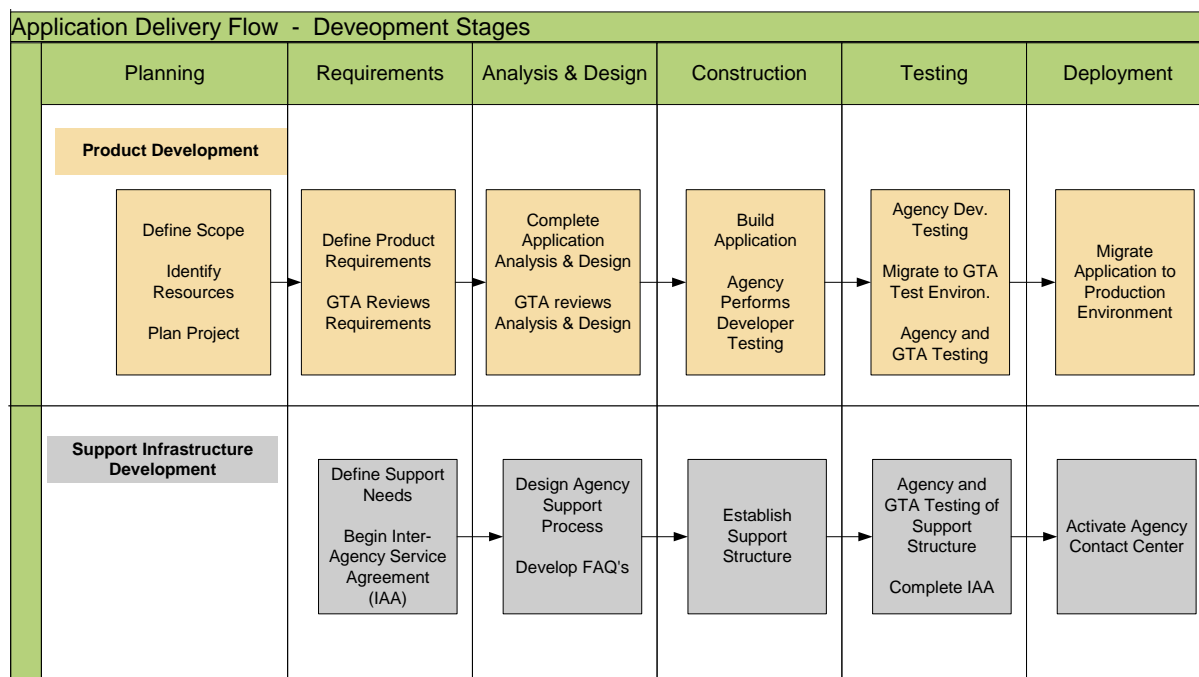


Figure 4-2: Application Delivery Process Flow

Application Delivery and Support Process Stages

The Application Delivery and Support Process stages consist of the following activities:

Planning Stage

The Agency Project Team and the GTA Project Team perform these steps together.

- Initiate the Project.
- Define the scope.
- Identify resources for both the Agency and the GTA Project Team.
- Plan the project.

Requirement Stage

- The GTA Project Team provides the Agency Project Team with the latest portal standards.
- The Agency Project Team develops product requirements.
- The Agency Project Team submits requirements to the GTA Project Team for review.
- The GTA Project Team provides feedback on requirements to the Agency Project Team.
- The Agency Project Team and the GTA Project Team begin planning of testing and deployment.
- The Agency Project Team starts planning application support.

Analysis and Design Stage

- The Agency Project Team develops the application's technical design.
- The Agency Project Team submits the application's technical design to the GTA Project Team for review.
- The GTA Project Team provides feedback on the application's technical design to the Agency Project Team.
- The Agency Project Team and the GTA Project Team continue planning of testing and deployment.
- The Agency Project Team designs application support for the Agency Contact Center.

Construction Stage

- The Agency Project Team develops the application.
- The Agency Project Team conducts application testing, which at a minimum will include unit or developer testing and where appropriate will include integration, system, and acceptance testing.
- The Agency Project Team establishes its Agency Contact Center.

Testing Stage

- The Agency Project Team and GTA Project Team complete planning of testing and deployment.
- The Agency Project Team, following the configuration management guidelines in the Application Deployment Guidelines in [Section 6](#) of the Guide, checks into GTA's software repository the components necessary to construct a build of the application in the GTA Portal Development Environment.
- The Agency Project Team provides an application installation guide that is used and reviewed by the GTA Project Team performing the build in the GTA Portal Development Environment.
- The GTA Project Team reports to the Agency Project Team any defects found in the installation guide or in the code review.
- The Agency Project Team corrects any defects in the installation guide or code.
- The Agency Project Team provides testing artifacts to GTA Project Team and assists in establishing test data in the GTA Portal Environments.
- The GTA Project Team tests the application and gives feedback to the Agency Project Team.
- The Agency Project Team makes corrections to the application if needed based on the testing results.

Deployment Stage

- The GTA Project Team verifies that the application has passed the following quality gates prior to promotion into the GTA Portal Production Environment:
 - Inter-Agency Agreement established,
 - Agency Contact Center established,
 - Code review is passed,
 - Portal acceptance testing completed in pre-production environments,
 - GTA Information Resource Management (IRM) has approved the application for deployment,

- GTA Security has approved the application for deployment, and
- Agency has approved the application for deployment.
- The GTA Project Team deploys/promotes the application into the Portal Production Environment.
- The Agency Project Team and the GTA Project Team verify the deploy of the application to the Portal Production Environment with a limited test in production.

Hosting and Support Stage

- The Agency Project Team submits changes to the application to GTA for testing and promotion into production.
- The GTA Operations Team monitors and maintains the production environment and tools.

Section 5 – Content Management Guidelines

Overview

This section provides additional information about a key component of the **georgia.gov** portal infrastructure – Content Delivery. **Georgia.gov** provides a robust, reliable environment and consistent methods for agencies to create and deploy information to constituents.

See also: [Section 3](#) covers georgia.gov standards of general applicability; [Section 4](#) contains information about the processes for deploying content within **georgia.gov**; [Section 7](#) covers the GTA and Agency Support infrastructure.

Georgia.gov Content Management System

The **georgia.gov** Content Management System (CMS) is an integrated collection of applications designed to help minimize time coding, to provide consistency of look and feel by using standardized templates, and to update or create content in real time. The entire content lifecycle, from collection and production to delivery and analysis, can happen within an Internet browser window.

Above all, the Content Management System provides an intuitively easy way for agencies to contribute and control their content. It ensures that agencies adhere to all **georgia.gov** standards and that navigational and security elements remain intact. The Content Management System enforces consistency of site standards, look and feel, branding, font types, and style types.

All **georgia.gov** content is published using the CMS application and templates to ensure a consistent look and feel across all agency subportals.

Content Management Guidelines and other Resources

For a list of documents associated with Content Management, go to:

Georgia.gov [Content Management Documents](#)

Below are links to the primary reference manuals for **georgia.gov** Content Delivery:

- [Content Management Guidelines](#)
This guide provides in-depth information about content delivery including content preparation, file types, converting documents for use on the web, copyright notices, designing for different browsers, writing for the web, overview of the CMS, post launch activities, etc.
- [Subportal/Business Card Manual](#)
This Manual contains detailed instructions for how to use the Content Management System and how to publish content using the standard templates within the CMS Web-based application.
- [Content Management Requirements](#)
This is a helpful tool to capture mutual requirements and designates resources for the Content release project.
- Other Portal Specifications – see [Section 3](#), georgia.gov Standards. Associated documents for georgia.gov standards may be found at: [Portal Standards](#).

Ultimately, agencies are responsible for how their content is presented. This Guide describes the standard tools and processes **georgia.gov** provides to aid them in their efforts.

Content Core Requirements

All agencies that join georgia.gov must adhere to certain requirements regarding the creation, maintenance and deployment of content. The purpose of these requirements is to maximize and leverage the advantages of using an enterprise content management system and to ensure consistency in its use. A Checklist to assist agencies in verifying compliance with the policies, standards, and requirements for content as set forth in this Guide is in the [Content Management Guidelines](#). The core requirements for agencies that place content on **georgia.gov** are:

- Agencies must adhere to **georgia.gov** Standards of general applicability covered in [Section 3](#).
- Agencies must adhere to the Content Delivery Process outlined in [Section 4](#) of this Guide, unless an exception is granted.
 - Agencies will be responsible for developing their own processes and procedures to comply with **georgia.gov** policies, standards, and requirements. GTA and the Agency Content Administrator will enforce these standards jointly at each stage of the GTA Content Delivery Process found in [Section 4](#) of this Guide
- Agencies must assign an Agency Content Administrator who will:
 - Be responsible for all agency content.
 - Serve as the agency point of contact to GTA for content management.
 - Establish agency content review procedures.
 - Contact the GTA to request any requirements waivers or exceptions.
- Agencies must use the CMS tools and templates provided by **georgia.gov** to create and deploy content and:
 - Analyze and align their content with the **georgia.gov** taxonomy.

- Identify all images or other file types associated with their content.
 - Organize content and files based on their sub-portal site map.
- Agencies must completely test their sub-portals to ensure that links are correct, spelling is correct, and content is in the correct areas. GTA is not responsible for comprehensive testing of the agency-specific functionality of each sub-portal.
- Agencies are responsible for maintaining archives of current and past file versions of content. Retention of these versions permits the agencies to produce copies upon request and to replicate recurring content. Agencies are also encouraged to develop detailed policies and procedures for handling backups and archival of agency-specific content.
- Agencies must provide internal support of their site, and must supply FAQs to the **georgia.gov** Portal Contact Center (see [Section 7](#) for additional information.).

Section 6 – Application Hosting and Services Guidelines

Overview

This Section provides additional information about a key component of the **georgia.gov** portal infrastructure – Application and Service Development, the development and deployment of applications and related services. **Georgia.gov** provides a robust, reliable environment and consistent methods for agencies to develop and deploy services to constituents.

See also: [Section 2](#) contains information regarding **georgia.gov** Services; [Section 3](#) covers **georgia.gov** standards of general applicability; [Section 4](#) explains the Application Delivery Process; [Section 7](#) covers the GTA and Agency Support infrastructure.

Interoperability and Integration Frameworks

In order to facilitate integration of services and components and interoperability between autonomous services, GTA promotes a standards-based approach to integration and interoperability. While it is the intention of GTA to give as much flexibility as is practical for integration and interoperability, the preferred approach to integration and interoperability are the frameworks recommended in this section. GTA will offer assistance in determining an appropriate framework for interoperability and integration.

It is desired that all integration and interoperability implementations should be near real time and should not rely on operational databases and batch uploads/refreshes. The frameworks given in this section cover general cases of integration and interoperability. Framework 1 applies to cases when all the services/components to be integrated are contained within the Portal environment. Frameworks 2 and 3 apply to cases when some services/components to be integrated are within the Portal infrastructure while other services/components are outside of it. Please note that GTA may require adherence to a specific version of an API or standard.

1. Integration and Interoperability of services / components within the Portal managed environment

The integration and interoperability between Portal services and components (all contained within the Portal infrastructure) should follow standards and/frameworks:

- a. J2EE: JMS, RMI or Native Java APIs.
- b. SOAP Web Services
- c. Messaging (such as JMS, webMethods messaging with XML payload).

2. Integration and interoperability between Portal's services/components and GTA's legacy applications and other services

The preferred frameworks and/or standards for integration and interoperability between Portal services/components (contained within the Portal environment) on one end and services/components outside the Portal environment (but within the GTA managed computing environment) on the other end are:

- a. Program-to-Program Interfaces (such as CICS sockets, java sockets)
- b. Terminal Screen Scrapping
- c. Real-time Messaging (with XML or EDI payload).

3. Integration and Interoperability between Portal's services/components, and applications/services external to GTA managed environment

The preferred frameworks and/or standards for integration and interoperability between Portal services/components (contained within the Portal environment) on one end and applications/services outside the Portal environment and external to the GTA managed computing environment on the other end are:

- a. SOAP Web Services
- b. Screen Scrapping (including terminal mapping)
- c. Web Taping (also known as HTML screen scrapping)
- d. Real-time Messaging (with XML or EDI payload).

4. Integration and interoperability involving COTS (Commercial off the shelf Software)

COTS solutions in general do not follow open standards and as a matter of routine use proprietary technologies. Integration and interoperability involving a COTS solution needs to be addressed as a special case. Prior review by GTA is needed when a COTS solution is involved in integration and interoperability. In cases, where COTS is involved, it is possible that integration and interoperability may not be practically feasible at all necessitating other means to achieve integration/interoperability functionality.

Portal Developer's Kit and other Resources

Application software hosted on the georgia.gov managed infrastructure must conform to J2EE architecture. Applications developed in .NET or other application development framework can be

integrated and interoperate with **georgia.gov** if such applications are exposed as SOAP Web Services and conform to GTA's security and XML standards.

Information to help facilitate application and service delivery on georgia.gov is contained in a set of documents referenced below. These documents are updated frequently and can be accessed via the URL provided alongside with that document.

- [Portal Developers Kit \(PDK\)](#) contains information about the portal environment, languages and technologies, enterprise services, coding conventions, common file names, integration standards, etc.
- [User Interface Design Guide](#) for Online Applications
- [Test Plan for Portal Applications](#)
- [Test Checklist for Portal Acceptance Testing](#)
- Other Portal Specifications – see also georgia.gov general [Portal Standards](#) which are listed under [Associated Documents](#), page 8 of this Guide.

Applications Core Requirements

All agencies that join georgia.gov must adhere to certain requirements regarding creating, testing, deploying and hosting applications. The purpose of these requirements is to provide a reliable, predictable, repeatable and efficient process that supports the development and delivery of applications through the georgia.gov infrastructure. Those requirements for agencies with applications hosted on or available through georgia.gov are:

- Agencies must adhere to **georgia.gov** Standards of general applicability covered in [Section 3](#).
- Agencies must adhere to the Application Delivery Process outlined in [Section 4](#) of this Guide, unless an exception is granted.
 - Agencies will be responsible for developing their own processes and procedures to comply with **georgia.gov** policies, standards, and requirements. GTA and the Agency Administrator will enforce these standards jointly using the Application Delivery Process found in [Section 4](#) of this Guide.
- Applications must conform to one of the integration frameworks covered in this Guide.
- Application software must conform to the standards covered in the [Portal Developers Kit](#).
- Agencies must provide internal support of their applications, and must supply FAQs to the **georgia.gov** Portal Contact Center (see [Section 7](#) for additional information.).

Requirements Compliance Checklist - For Applications

This Checklist will assist agencies in verifying compliance with the policies, standards, and requirements for applications as set forth in this Guide:

- All application file additions, modifications or deletions have been made in accordance with the requirements listed in the **Joining georgia.gov Guide and Associated Documents**.
- All **georgia.gov** entries are relevant, accurate and complete.
- All multimedia supplied for publication includes an alternate text version.

- All content supplied by an agency has been reviewed against the [Accessibility Policy](#).
- All backup and unwanted files created in the Portal Development Environment have been deleted.
- All files are in the correctly named sub-directories and follow the appropriate naming and file extension standards.
- All content meets the legal guidelines for use.
- The application clearly communicates the Portal Contact Center Support telephone number as well as the agency's central address and telephone number or has a link to the agency "Contact Us" page.
- All necessary FAQs have been submitted to the GTA Portal Contact Center (PCC) prior to the application being released.
- An [Inter-Agency Agreement](#) has been created and signed by the agency and GTA to clearly define the roles, responsibilities and escalation procedures set forth by both parties to support the application.
- The Project Schedule and Deployment Plan has been reviewed and updated with GTA Data Center personnel.
- The application complies with all security guidelines set forth in the "**Joining georgia.gov Guide**" (see [Security information](#), Section 3).

Application Deployment

Portal Production Environment

The goals of reliability, availability and serviceability form the basis for the GTA Data Center production-computing environment. These goals are far more complex in the open systems world where there are many manufacturers and standards bodies, and the scale of the distributed environments that GTA must manage can be very large. Such flexibility requires careful management. GTA has devised a framework for the flexible, disciplined management of the **georgia.gov** environment.

To operate a modern, capable, efficient and robust enterprise computing environment with the capability and the capacity to systematically manage and reduce the State of Georgia's costs of application infrastructure downtime caused by unplanned outages and to achieve reliability, availability and serviceability, GTA seeks to maximize predictability. The quest for predictability is sought on three fronts - standards, processes and technology.

- Using standards, GTA will improve the architecture, reduce downtime, and keep hosts, subsystems and software versions in sync.
- Using processes, GTA helps ensure that system maintenance activities follow known paths, which include quality assurance steps such as peer review, impact analysis and deployment planning.
- Using technology, GTA employs automated functions and tools to reduce the management effort needed to support **georgia.gov**.

Application Deployment Guidelines

This section outlines the deployment process for applications to **georgia.gov**. It includes links to detailed information for developers and architects, as well as responsibilities of Agency and/or Vendor employed by the Agency.

1. The Agency (or its chosen Vendor) develops the application in its own development environment. This Development and Test Environments must include:
 - An approved set of development tools per the [Portal Developers Kit](#).
 - A Source Control System of some type. If an Agency does not have its own development and source control tools, GeorgiaNet tools may be made available to them on a case-by-case basis.
2. Agency provides detailed Deployment Instructions to GTA GeorgiaNet Quality Management Unit. Deployments are guided by these instructions.
3. Once a final code set is achieved, it is checked into the GTA software repository by the Agency, baselined, checked out and built by GTA for deployment to the portal Test environment.
 - The GTA software repository (CVS) is the common link between GTA and the Agencies/Vendors. Project Artifacts are checked into and out of the repository as needed for building, deployment and testing in the GTA environment. GTA will keep the source code for the version of the application that is being placed in Test/Staging and Production in the GTA software repository.
 - All builds and deployments originate with source code from the GTA software repository and all code deployed to Test/Staging or Production will be built by GTA from this source code.
4. Portal Acceptance Testing is performed (see below).
5. When testing is complete, the final build is then deployed by GTA to the Portal Production Environment per the deployment instructions provided by the developing Agency/Vendor, in the same manner as it was deployed into the Portal Test Environment.

The following links provide detailed information for developers and architects:

- CVS tool, installation, users manual, downloads - <http://www.cvs.org>
- The [Portal Developers Kit](#) (PDK)

Agency / Vendors are Responsible for creating and delivering the following:

- Example Deployment Instructions: contact GTA GeorgiaNet, Quality Management Unit, at pcctier2mgr@gtga.gov.
- Source Code

Portal Acceptance Testing

This section outlines and defines the strategy and approach to testing Web Applications developed outside of GTA that are to join **georgia.gov**. It includes the tests to be performed and the sources that contain the conditions to be tested. End-to-end testing will be conducted, with primary focus on the testing of critical and high-risk functions of an application with the Portal, via the Web user interface. This process is Portal Acceptance Testing. The GTA GeorgiaNet Quality Management Test Unit will be responsible for conducting or insuring that the Portal Acceptance Tests are conducted.

The goals are to determine if the application:

- operates as planned on the Portal
- complies with the Portal look and feel
- works without damaging any other aspects of the Portal

Test Plan

For each application, a Test Plan will be prepared. Refer to the GeorgiaNet [Test Plan for Portal Applications](#). This document explains the Portal Acceptance Test process and can be used as a template, to be adapted for each Web Application that is Joining the Portal; elements may be added, changed or removed as necessary. Instructions throughout this document are boxed and in italics. The testing process outlined in this document is based on the Rational Unified Process (RUP) for software development and testing. Where possible, Rational software tools will be used. Severity criteria can be found in this document. The GTA GeorgiaNet QM Unit will work with the Agency owner and/or the GTA Project Manager of the application to prepare this document.

Test Checklist

For a summary of the Test Process, refer to the [Test Checklist for Portal Acceptance Testing](#). The purpose of this Test Checklist is to ensure that all applications or static content placed on **georgia.gov** meets the necessary requirements and standards.

Quality Criteria for Migration to Production Environment

The following list of tasks and/or deliverables must be completed and available prior to migration of applications or content changes to the production Portal environment.

- For an application, agency test plan/scripts
- Agency test certification
- GTA acceptance test certification
- GTA security review of application
- Contact Center FAQs
- Run book, including application description, architecture information, recovery procedures, and installation CD / instructions
- Communication plan
- Escalation procedures, including caller information and the sequence and timing of calls
- Inter-Agency Agreement (IAA, Appendix C)
- Agency-provided official desired production deployment date to GTA

Agency/Vendors are Responsible for creating and delivering the following artifacts for Portal Acceptance Testing:

Test Data

Test Criteria/Test Plan

Test Scripts

Stress Test Plan

Promotion to Portal Production Environment

Upon successful completion of testing in the GTA Portal test environment with no known level 1 or level 2 issues (based upon the definitions below) and agreement to deploy, the application will be deployed to the **georgia.gov** production environment from the GTA configuration management repository using the Agency's deployment instructions.

1. Once the application has been deployed in the **georgia.gov** production environment, the Agency will make a test transaction in the **georgia.gov** production environment in order to insure a successful deployment.
2. If an application error occurs in the **georgia.gov** production environment, the application will be returned to the development environment from which it came for problem determination and rework.

Severity Level	Type	Description
1	Critical	Program halt or loss of data
2	High	Loss of important functionality, no workaround
3	Medium	Loss of important functionality, workaround available
4	Low	Cosmetic or other non-functional defect

Section 7 - Portal Support and Data Center Services

Overview

Agencies that deliver content or applications through **georgia.gov** must participate in the Distributed Portal Support model. A critical component of this model is use of the **georgia.gov** Portal Contact Center (PCC) for Tier 1 support of all content and applications available through the portal. Adherence to this support model is key to ensuring that constituents experience **georgia.gov**'s "no wrong door policy".

In addition to the Distributed Portal Support Model (see Figure 7-1 below), **georgia.gov** content and applications will be monitored and supported by the GTA-managed State Data Center. This allows agencies to receive the full benefit and reliability of a professionally managed 24/7 operating environment.

Support Infrastructure Development

When an agency joins the portal, they will develop an agency support infrastructure while the content or application is being developed. This process can be found in [Section 4](#) (see Figures 4-1 and 4-2).

Scope of Distributed Portal Support Model

Distributed Portal Support is the process and activities required to resolve contacts from constituents about content and services available through **georgia.gov**. A "contact" is any event where a constituent sends an e-mail or calls a phone number found on **georgia.gov**. Constituents are given the choice of sending e-mails or calling the phone number presented on **georgia.gov** for portal assistance. A link to portal assistance is on each web template. Agencies may include additional contact information on pages of their sub-portal.

Georgia Technology Authority (GTA) Portal Contact Center (PCC) and the Agency Contact Center (ACC) share responsibility for resolving constituent contacts delivered through georgia.gov. Detail descriptions of key roles in the model, and the support-process flow from the constituent to resolution, are below.

Every agency providing content and/or services through **georgia.gov** must clearly understand its role in the Distributed Portal Support Model (Figure 7-1) to perform the functions described below under the ACC Tier 1 and Tier 2. Support roles and responsibilities will be detailed and agreed upon in the [Inter-Agency Agreement](#) between GTA and the agency.

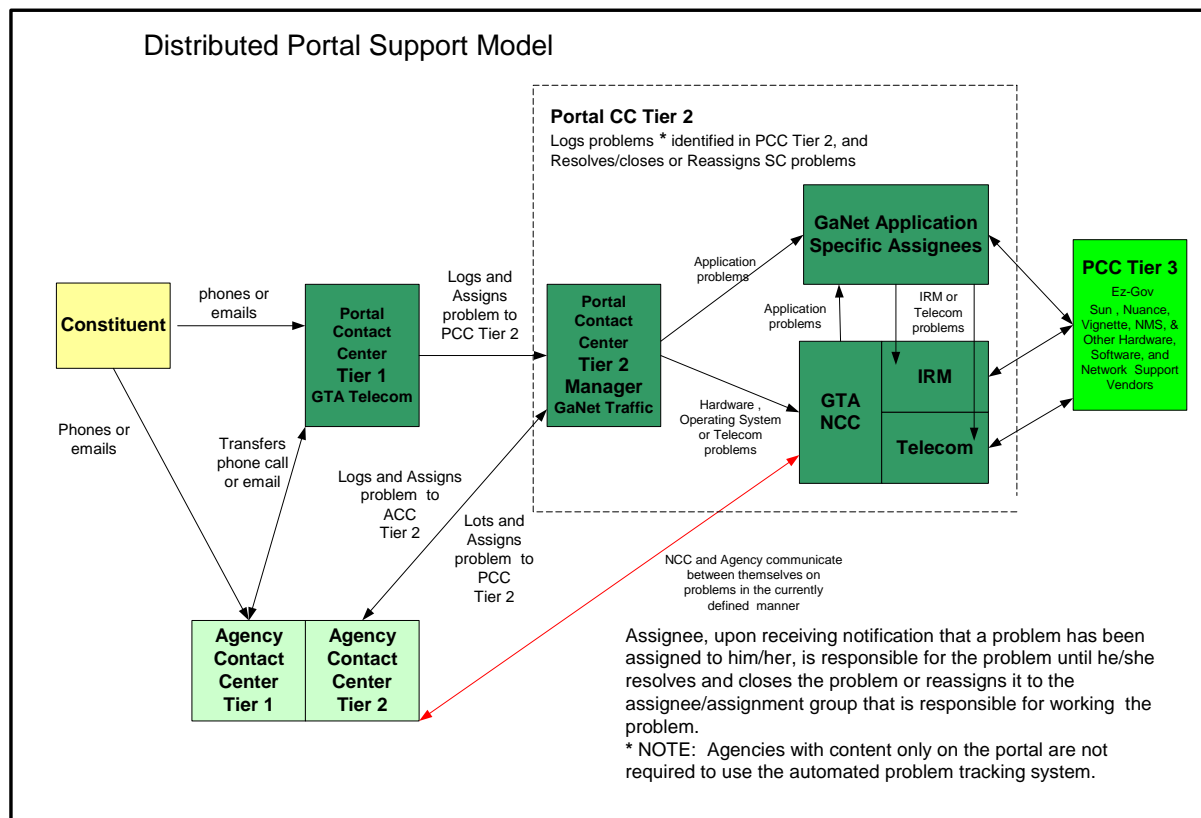


Figure 7-1 Distributed Portal Support Model

Each agency Joining **georgia.gov** is responsible for establishing their own ACC, adopting the Distributed Portal Support Model, providing FAQs to the PCC, and training the PCC on agency-specific content and applications.

To realize fully the benefits of Distributed Portal Support, each agency Joining **georgia.gov** is responsible for:

- Establishing their own Agency Contact Center (ACC) to handle constituent contacts that cannot be resolved by the Portal Contact Center (PCC),
- Providing Frequently Asked Questions (FAQs) to the PCC prior to publishing any content or applications to their sub-portal (see sample FAQ Template later in this section),

- Utilizing the automatic problem tracking system as the tool for logging, tracking and transmitting Tier 2 support issues (required for Application support), and
- Training the PCC on agency-specific content and applications.

For sample Agency Contact Center staffing models, see ACC Staffing Models later in this section.

GTA is responsible for the functions performed by the PCC Tier 1 and Tier 2, and for communicating with the PCC Tier 3. Specifically, GTA is responsible for problem resolution for the Portal infrastructure, common services, and enterprise content. In some instances, where the agency has negotiated additional GTA support responsibilities related to agency content and/or services, GTA is responsible for resolving problems related to agency content or services. Those instances must be noted in the agency-provided FAQs and [IAA](#).

Key Roles in the Portal Support Model

Portal Contact Center (PCC) Tier 1

The GTA PCC Tier 1 is the first point of contact for most constituent phone calls and e-mails. All georgia.gov templates include a link to the PCC phone number and email address. The PCC Tier 1 also receives contact transfers from the Agency Contact Center Tier 1. Currently, the PCC Tier 1 can be reached at 404-818-6600/866-351-0001 and help@georgia.gov. The PCC Tier 1 operates from 8:00 AM to 5:00 PM, Monday through Friday, on State of Georgia workdays.

The PCC Tier 1 will always attempt to respond to a constituent call or e-mail without transferring the contact as long as the nature of the contact is in the domain for PCC Tier 1 resolution. Examples of requests that would be in the PCC Tier 1 domain are contacts for information, navigational instructions, "how to" instructions, comments, suggestions, complaints about GTA-supported **georgia.gov** applications/components and content. PCC Tier 1 attempts to resolve those contacts while on the phone with the constituent or by responding to the constituent's e-mail. PCC Tier 1 will handle contacts related to agency content and applications if specified in the Inter-Agency Support Agreement ([IAA](#)) and in FAQs provided by the agency related to the nature of the contact. A sample FAQ template can be found below.

The PCC Tier 1 will transfer constituent contacts that are agency specific and not addressed in the agency-provided FAQs to the ACC Tier 1. (This typically includes problems, comments, complaints or suggestions about agency content or applications.) The transfer can be a physical transfer of the phone call, forwarding of an e-mail, or providing redirect information to the caller or e-mail. At the point a constituent contact is transferred to the ACC Tier 1, tracking of that contact by the PCC stops. The PCC Tier 1 codes the calls it receives and obtains call metrics from its Mitel equipment.

If the constituent contact is a technical problem, comment, complaint, or suggestion for GTA-supported **georgia.gov** applications/components or content that the PCC Tier 1 could not resolve, the PCC Tier 1 will log the contact into the **georgia.gov** automated problem-tracking system ([ServiceCenter](#)®) as a problem and assign it to the PCC Tier 2 Assignment Group. The problem is logged as "experienced by a generic Portal user." The PCC Tier 2 will attempt to resolve and close the problem without personal contact with the constituent. All direct contact with the constituent is at the PCC or ACC Tier 1 level.

Agency Contact Center (ACC) Tier 1

The ACC Tier 1 is the point of contact for constituent calls or e-mails, or for PCC Tier 1 transfers of contacts related to agency-specific content or applications. The ACC Tier 1 receives constituent contacts for agency-specific information, problems, comments, complaints, or suggestions about agency-supported applications/components or content. The ACC Tier 1 handles all calls or e-mails in its resolution domain. Any agency-related technical issues with content or applications are forwarded to the ACC Tier 2.

The ACC Tier 1 transfers any calls or e-mails concerning **georgia.gov** operations or GTA-supported content or applications/components to the PCC Tier 1.

The ACC Tier 1 is available, at a minimum, State of Georgia workdays 8am-5pm, unless other arrangements are negotiated in the IAA. If the ACC Tier 1 has a phone contact that should be transferred to the PCC Tier 1 after hours, the ACC Tier 1 will advise the constituent to either call the PCC Tier 1 during normal business hours or send an e-mail to the PCC Tier 1. E-mail contacts can be forwarded 24 hours a day to help@georgia.gov. E-mails will receive a response from a PCC Tier 1 agent within 24 hours or the next business day.

Portal Contact Center (PCC) Tier 2 Manager

The PCC Tier 2 Manager receives e-mail notifications regarding applications from the automated problem-tracking system. (The ACC of agencies with applications will log into the problem-tracking system; the ACC for agencies with content only will call the PCC1 which will log the problem.) The PCC Tier 2 Manager performs triage on the problem. The PCC Tier 2 Manager either resolves and closes the problem in the automated problem-tracking system or reassigns the problem to the appropriate assignment group. When reassigning a problem, a comment is documented on the problem action/resolution tab to explain why the problem was reassigned. Problems may be reassigned:

- GTA-supported **georgia.gov** applications/components or content are assigned to a GTA assignment group identified to support the specific content or application/component.
- Agency supported content or applications/components are assigned to an ACC Tier 2 assignment group identified to support the Agency specific content or application/component.
- Hardware, operating systems, or network are assigned to the GTA/Information Resource Management (IRM) Duty Manager.
- Middleware will be assigned to the appropriate GeorgiaNet or IRM assignment group.
- GTA GeorgiaNet and IRM Divisions (Unix Support) share responsibility for problems with the Content Management System.

Reassigning the problem causes a notification in the automated problem-tracking system tool to the assignee/assignment group that the problem has been assigned. The assigned group will resolve/close or reassign the problem. If responsibility for a problem cannot be determined, the PCC Tier 2 Manager will own the problem. If the PCC Tier 2 Manager is unable to resolve the problem using the PCC Tier 2 and the PCC Tier 3, the PCC Tier 2 Manager will escalate the problem to the GTA/GeorgiaNet Quality Management Director.

Portal Contact Center (PCC) Tier 2

The PCC Tier 2 is composed of all assignee/assignment groups within the GTA GeorgiaNet, IRM, or Telecom Divisions that may be assigned Portal problems to resolve. When notified by the automated problem-tracking system that a problem has been assigned, the assignee/assignment group follows its organization's internal procedures to resolve and close the problem. The problem may require collaboration with a PCC Tier 3 Vendor. If the assignee/assignment group determines that the problem needs to be reassigned, then the current assignee reassigns the problem within PCC Tier 2 or the ACC Tier 2.

Agency Contact Center (ACC) Tier 2

The ACC Tier 2 receives problems from the ACC Tier 1 or from the PCC Tier 2 Manager. The ACC Tier 2 works to resolve and close the assigned problems or reassigns them.

If the ACC Tier 2 identifies a technical issue relating to Portal operations, the ACC Tier 2 notifies PCC Tier 2.

- If the agency uses the automated problem-tracking system to receive and log problems from/to PCC Tier 2, the ACC Tier 2 logs the problem in the automated problem-tracking system and assigns it to the PCC Tier 2 Assignment Group (assignee PCC Tier 2 Manager).
- If Agency has content-only, PCC Tier 2 problems may be reported to PCC Tier 1, and the PCC Tier 1 will log the problem into ServiceCenter for the Agency.

Portal Contact Center (PCC) Tier 3

The PCC Tier 3 is composed of the hardware, software and network vendors that support the Portal. Support agreements exist for PCC Tier 3 support vendors. Each vendor has its own reporting and escalation procedure which PCC Tier 2 (GeorgiaNet, IRM and Telecom) follows.

PCC Tier 2 makes contact with the PCC Tier 3 support vendors following the vendors' contact procedures. PCC Tier 3 support vendors report status and resolution to the GTA individual who requested the PCC Tier 3 contact. The PCC Tier 2 individual in GTA who is assigned the problem documents the problem resolution and closes the problem in the problem-tracking system or reassigns the problem.

Other Problems

If the GTA (Network Control Center, GeorgiaNet, IRM, Telecom) or an ACC identifies a problem condition which could impact Portal operations, then the Network Control Center, GeorgiaNet, IRM, Telecom, or the ACC will send an e-mail to the PCC Tier 2 Manager (pcctier2mgr@gtga.gov) explaining the problem condition. The PCC Tier 2 Manager will decide if the problem condition needs to be broadcast to the Portal Listserv. Sending an e-mail to the Listserv GTA-PORTAL-SUPPORT@LIST.STATE.GA.US will broadcast the problem condition to key personnel in GTA (the Network Control Center, IRM, Telecom, GeorgiaNet, and the Portal Contact Center), and the Agency Contact Centers.

Examples of possible “other problem conditions” are: part of the Network is down, an application is degrading response time for all applications on the mainframe, or a database used by a Portal service is not operational.

Distributed Portal Support Model Joining Responsibilities

Agency Joining Responsibilities

- Estimate the expected constituent call volume to the Portal Contact Center for agency-related content and/or applications.
- Set up Agency Contact Center Tier 1 and Tier 2 functions from 8:00 AM to 5:00PM on State of Georgia workdays; include personnel, computer, phone number, email address.
- Provide ACC Tier 1 main call transfer phone number and, if available, a priority call queue transfer phone number to the PCC.
- Provide guidelines to PCC on conditions when call transfers or priority-call queue transfers are appropriate.
- Provide agency e-mail id to receive forwarded e-mails to the PCC.
- Provide FAQs to the PCC Tier 1 for agency-related content and application problem resolution. Sample FAQs can be found below.
- Provide training to the PCC Tier 1 on agency-related content and applications. When significant changes are made to agency content and/or applications, the agency should notify the PCC in advance and provide additional training to ensure the PCC can respond to constituent contacts.
- Provide contact information on agency personnel for the PCC Tier 2 Manager to use to report portal problems to the agency.
- When an application is hosted on the portal, request automated problem-tracking system access for ACC Tier 2 personnel who will be logging or receiving problems.
 - Establish and maintain agency sub-portal assets in the problem-tracking system.
 - Establish and maintain agency assignment group(s) in the problem-tracking system.
- Work with GTA to establish [Inter-Agency Agreement](#).

GTA Joining Responsibilities

- Provide the Portal Contact Center Tier 1 phone number (404-818-6600/866-351-0001) and e-mail id (help@georgia.gov) to the Agency Contact Center for forwarding contacts to the PCC from the ACC.
- Provide basic Contact Center call response and transfer orientation to ACC.
- Provide orientation on the Distributed Portal Support Model to agencies.
- When an application is hosted on the portal, provide access to and training on the use of the automated problem-tracking system to ACC Tier 2 personnel.
- Guide the agency in the set-up of the automated problem-tracking system assets, assignment groups, personnel access requests, and PC configuration if required.
- Work with agencies to establish an [IAA](#).

Distributed Portal Support Model Operational Responsibilities

Agency Operational Responsibilities

- Respond to and resolve all constituent contacts within the agency's problem resolution domain.
- Transfer phone and e-mail contacts within the PCC Tier 1 problem resolution domain to the PCC Tier 1. ACC Tier 1 will phone or e-mail transfer contacts to the PCC Tier 1.
- When an application is hosted on the portal, log into the automated problem-tracking system any technical problems not in the ACC Tier 2 problem resolution domain and assign the technical problems to the "PCC Tier 2" assignment group. The [Peregrine ServiceCenter® Manual](#) provides agencies with detailed instructions on how to use the problem-tracking system product. Respond, resolve, or reassign problems assigned to the agency assignment group in the problem-tracking system.
 - If an Agency has content-only, PCC Tier 2 problems may be reported to PCC Tier 1, and the PCC Tier1 will log the problem into ServiceCenter for the Agency.
- Report, by e-mail, to the PCC Tier 2 Manager (pcctier2mgr@gtg.ga.gov) other agency problems, which could affect the agency's content or application availability (e.g., database problems).

GTA Operational Responsibilities

- Maintain a reliable, secure, accessible **georgia.gov** infrastructure and common services for supporting **georgia.gov** content and applications.
- Respond and resolve all constituent contacts within the PCC's problem resolution domain.
- Transfer phone and e-mail contacts not in the PCC problem resolution domain to the ACC Tier 1. PCC Tier 1 will phone or e-mail transfer contacts to the ACC Tier 1.
- Log technical problems in the problem-tracking system and assign to the appropriate assignment group.
- Reassign technical problems in the problem-tracking system to the agency-assignment group when it is determined to be in the agency domain.
- Respond, resolve, or reassign problems assigned to a GTA assignment group in the problem-tracking system.
- Report other operational problems by e-mail to the ACC.

Staffing Models

PCC Staffing Models

The **georgia.gov** PCC uses a staffing model to determine the number of contact center agents needed to support the Portal and current agency content. The PCC has successfully used this model to exceed the desired support level that is based on the current Georgia Public Service Commission (PSC) rules for incumbent utility providers in Georgia. Adopted in November 2002, the PSC required incumbent utility companies to answer 90% of contact center support calls within 20 seconds 100% of the time. The PCC uses the PSC rule as a goal and has consistently exceeded this goal.

In order to provide this level of service, the PCC must consider agency productivity. Such items as annual leave, sick leave, training time, meeting time, etc. are all incorporated into the staffing model. The current model assumes that each agent has an efficiency rating of 79.4%.

ACC Staffing Models

The PCC forecasting model can be used by agencies when determining the number of contact center agents needed to staff the Agency Contact Center (ACC). Below are some examples of staffing numbers based on assumptions regarding the number of telephone calls and e-mails an ACC expects to receive each week. (Actual numbers will also reflect the quality and extent of the agency FAQs provided to PCC which aid in minimizing the amount of time to resolve a problem.)

ACC Staffing Example 1

# of calls received weekly	500
# of e-mails received weekly	100
Average Call Duration	200 seconds

The number of ACC agents needed in this example would be five.

ACC Staffing Example 2

# of calls received weekly	1000
# of e-mails received weekly	200
Average Call Duration	200 seconds

The number of ACC agents needed in this example would be 10.

ACC Staffing Example 3

# of calls received weekly	2000
# of e-mails received weekly	400
Average Call Duration	200 seconds

The number of ACC agents needed in this example would be 14.

For more information regarding the effort involved in establishing an Agency Contact Center, contact your GTA Account Manager.

Data Center

Scope of Data Center and Services

The Data Center consists of the hardware, operating systems (OS), software, middleware and communications under the direct operational responsibility of the Data Center. The Data Center Shared Services and Monitoring Center Teams assure the operational delivery of Service Level Objectives.

Every major agency contains varying amounts of information resources: applications, data, and computer systems. In addition, every major agency includes ever-changing users of these resources: employees, contractors, clients, suppliers, and others. The challenge is to make sure that all of these users have access to all of the resources they need, when they need them, in a secure manner, and at a reasonable cost.

As a technology integration authority, GTA helps agencies meet this challenge by achieving five objectives:

- Proactive Constituent Support
- Fault Tolerance Systems
- Robust and Secure Environments
- Project-Managed Services
- Controlled Change

Ongoing Technical Support

The Data Center Monitoring Center is the “command center” for the Enterprise Computing Environment. The goal of the Monitoring Center staff is to push information proactively on the Monitoring Center Web site or through Agency Contact Centers. In the event that the information needed is not available, an agency may call the Monitoring Center for status and updates. Be sure to check the Web site and the agency’s internal contact center first.

All applications are monitored 24 hours a day, 7 days a week. The Monitoring Center is available from 6:00 am to 7:00 pm Monday thru Friday. “After-hours” availability is provided for critical problem resolution and recovery. The Monitoring Center may also be reached by sending an e-mail to the Duty Manager at IRM MC Duty Mgr@ga.gov.

The Monitoring Center staff is responsible for Production Monitoring and responds to problems via the Data Center’s Problem Escalation Process. They handle agency incident reports and service requests. They work closely with system engineers and database managers to resolve complex infrastructure-related problems.

Portal Contact Center - FAQs Template

Agencies are responsible for providing Frequently Asked Questions (FAQs) regarding their specific content and applications to the PCC. They are also responsible for ensuring that all pertinent information has been provided to Portal Contact Center personnel to assist with constituents' questions.

Agencies may use the following template as a guideline for creating FAQs:

	Source/ Topic	Question	Agency Contact	Response
1.	Mail-in	How do I renew by mail?	PCC DMVS-CC	Complete the form at the bottom of the letter.
2.	Mail-in	I did not receive a DMVS envelope to mail my Renewal Application. What is your mailing address?	PCC DMVS-CC	Georgia Department of Motor Vehicle Safety P.O. Box 23042 Columbus, GA 31902-3042
3.	N/A	Why didn't you send a Renewal Application for my child's ID card?	PCC DMVS-CC	Children change rapidly as they age, so a new picture is required each time they renew their ID card.

Support Core Requirements

All agencies that join georgia.gov must adhere to certain requirements regarding the Distributed Portal Support Model. The purpose of these requirements is to ensure that constituents consistently experience **georgia.gov** "no wrong door policy" and receive assistance when needed. Those support requirements are:

- Agencies that deliver content or applications through **georgia.gov** will participate in the Distributed Portal Support Model. See [Figure 7-1](#).
- Constituent contacts will be resolved as quickly as possible, according to the procedures and standards outlined in any mutually agreed to Inter-Agency Agreement (IAA, Appendix C) for **georgia.gov**.
- Agencies will be able to receive and respond to e-mails sent directly from constituents or forwarded to the agency via the Portal Contact Center (PCC).
- Agencies will provide Frequently Asked Questions (FAQs) to the PCC, as necessary.
- Agencies that maintain their own applications will use the ServiceCenter[®] Problem Management Application to receive, track and resolve technical problems that require transfer between the PCC (Tier 2) and the Agency Contact Center. Any other use of the Problem Management tool is at the discretion of the agency and not required for joining **georgia.gov**. The [Peregrine ServiceCenter[®] Manual](#) provides agencies with detailed instructions on how to use the Problem Management System.
- Agencies will notify the PCC when they make significant changes to their content or applications.
- Agency will operate the Agency Contact Center from 8:00 AM to 5:00 PM on State workdays, unless other arrangements are made between GTA and the agency and are documented in the IAA.

Section 8 - Agency Cost Considerations

Pricing and Billing for georgia.gov Services

Enterprise Content Management Services	No Cost *
Application Hosting Services	No Cost *
Payment Processing Services	No Cost * from GTA Normal bank fees will apply
Survey Tool	No Cost *
Portal Contact Center	No Cost *

* Georgia Technology Authority will not charge state agencies for portal services through at least FY2005 and for as long afterwards that GTA data sales revenue can cover the cost of providing these services. If, at some point in the future, it becomes necessary to charge agencies for portal services, GTA is committed to giving the agencies at least one-year advance notice prior to imposing charges.

Section 9 – Appendices

Appendix A – Terms and Definitions

The following terms are used throughout the **Joining georgia.gov Guide or Associated Documents**:

Term	Definition
.NET	A set of Microsoft software technologies (Microsoft® .NET) for connecting information, people, systems, and devices. It enables software integration through the use of Extensible Markup Language (XML) Web services: small, discrete, building-block applications that connect to each other and to other larger applications via the Internet.
ACC	Agency Contact Center operated by an agency to answer calls from constituents regarding agency content and applications on the portal that cannot be answered by the Portal Contact Center. See also PCC.
Agency	'Agency' means every state department, agency, board, bureau, commission, and authority but shall not include any agency within the judicial branch of state government or the University System of Georgia and shall also not include any authority statutorily required to effectuate the provisions of Part 4 of Article 9 of Title 11.
Agency CIO	Agency Chief Information Officer (CIO) is defined as any executive or leader who is accountable for, implements, and/or manages the agency's enterprise-wide information systems, function or unit.
Agency Content Administrator	Agency Content Administrator refers to the role and responsibilities of the person assigned the task of provisioning structured and unstructured content within the agency sub-portal
Agency Portal Manager	Agency Portal Manager is the person responsible for the agency's sub-portal achieving its goals of collaboration, personalization, content management, presentation and search capabilities.
Account Manager	Each GTA Account Manager has customer assignments of state agencies; to find your agency Account Manager, go to: Find my GTA account manager .
ART	Agency Request for Technology is a short form that an agency submits to their GTA Account Manager to initiate each new technology project over \$50,000.
ARS	Agency Request for Services (ARS) is an online form for requesting projects

Term	Definition
	expected to be under \$50,000, such as most Content Management Projects or Surveys.
Client	Any agency or governmental entity that provides information or services for deployment through georgia.gov .
COI	Community of Interest. Members of the intersection of two or more interdependent goal-centric organizations (e.g., agencies, local governments, public-oriented service providers, business partners, or other external entities). These members will interact to develop and implement the policies and common mechanisms necessary to deliver integrated, intention-based services across georgia.gov .
Connector	Connectors are custom coding designed and built in support of exchange of information between applications.
Constituent	Any recipient or requester of information or services available to the public through georgia.gov . In the Joining georgia.gov Guide, a constituent is also referred to as a user or customer.
Content	Information (images, text, audio, or video) that comprises the display of a Web site outside of the Content Management System (CMS) design template.
Content Contributor	Any person designated to create, edit, post, and publish original content.
Content Management	Content Management is the set of tools, policies, procedures and applications that are combined to deliver structured and unstructured meaningful information to the end user in the context of situational analysis and information relevance. The Content Management System being used for the portal is Vignette.
Cookie	A small text file placed on users' hard drives by previously visited Web sites. Cookies identify visitors and track their movements through a Web site. Information that a Web site puts in the HTTP header in response to a browser request. The browser stores this information, which allows a site to remember the browser in future transactions or requests.
CORBA	CORBA (Common Object Request Broker Architecture) technology is the open standard for heterogeneous computing. CORBA complements the Java™ platform by providing a distributed objects framework, services to support that framework, and interoperability with other languages. The Java platform complements CORBA by providing "Write Once, Run Anywhere™" portability, a highly productive implementation environment, and a very robust platform. By combining the Java platform with CORBA and other key enterprise technologies, Java 2 Platform, Enterprise Edition creates the ultimate platform for enterprise solutions. CORBA standards provide the proven, interoperable infrastructure to Java 2 Platform, Enterprise Edition. CORBA technology is an integral part of the Java 2 platform through Enterprise JavaBeans, RMI over IIOP, Java IDL, and Java Transaction Service.
Data Persistence	Data that exists from session to session. Persistent data is stored in a database, on a disk or on tape.
EAI	Enterprise Application Integration (EAI) centralizes and exchanges information between applications. EAI uses connectors to build interfaces that externalize applications as a way to reduce the impact of packaged application change.

Term	Definition
Executive Sponsor	The Executive Sponsor provides hands on leadership, maintain the business objectives of the enterprise, while fronting the implementation efforts, procure funding if required and most importantly, motivate fundamental organizations within the enterprise to support actions with the new program. The executive sponsor also must work with various organizations through out the enterprise to communicate the initiatives to internal and external stakeholders. Innovation, communication and sound organization are all required, as well as being informed to business requirements and technologies that will affect the project.
georgia.gov brand	The logo, verbiage, visual design, templates, and all aspects of presentation (clarity, professionalism, and reliability) that impact the user's impression of the State of Georgia's online presence.
GeorgiaNet	GeorgiaNet (GaNet) is a Division of GTA that manages the state's Web presence (www.georgia.gov) and is responsible for developing, implementing and maintaining Georgia's government portal, software applications and architecture, and reusable software components. Offices in GeorgiaNet are Creative (maintains CMS), Traffic (Project Management), e-dev (Development), Quality Management (Requirements, Testing, Configuration Management), and Liaison Team (liaison with new portal agencies).
GIF	Graphic Interchange Format. An image file format that is widely used on the Internet. GIF provides high-quality mage compression.
HTML	Hypertext Markup Language. The authoring language used to create documents on the World Wide Web. HTML defines the page structure, fonts, graphic elements and links to other documents on the Web.
Internet	The worldwide network of computers that communicate via standard protocols. The Internet provides file transfer, remote login, electronic mail, news, and other services.
IT Director	The Information Technology (IT) Director provides general oversight and support for all technology-based initiatives as well as coordinating and maintaining the IT infrastructure.
J2EE	Java 2 Enterprise Edition. A platform for building Web-based enterprise applications that was developed by Sun Microsystems, Inc. J2EE's core components are Enterprise JavaBeans (EJBs), JavaServer Pages (JSPs) and Java servlets plus several interfaces for linking to enterprise information resources. The J2EE interfaces include JDBC for databases, JNDI for directories, JTA for transactions, JMS for messaging, JavaMail for e-mail systems and JavaIDL for CORBA connectivity.
JavaBeans	The JavaBeans specification defines a set of standard component software APIs for the Java platform. The specification was developed by Sun with a number of leading industry partners and was then refined based on broad general input from developers, customers, and end-users during a public review period. The JavaBeans component architecture extends "Write Once, Run Anywhere™" capability to reusable component development. JavaBeans architecture connects via bridges into other component models such as ActiveX. Software components that use JavaBeans APIs are thus portable to containers including Internet Explorer, Visual Basic, Microsoft Word, Lotus Notes, and others.
JavaServer Pages	JavaServer Pages (JSPs) are "inside-out servlets" that make it easier to create and maintain dynamic Web pages. Instead of putting what you want to write to the HTTP response inside of a Java print statement, everything in a JavaServer

Term	Definition
	Page is written to the response, except what is placed within special Java statements. With JavaServer Pages you can start by writing the page in standard HTML and then add the dynamic features using statements in the Java language or by using JSP tags. The Struts distribution includes several JSP tags that make it easy to access the framework's features from a JavaServer Page.
Java™ Servlet	Java Servlet technology provides Web developers with a simple, consistent mechanism for extending the functionality of a Web server and for accessing existing business systems. A servlet can almost be thought of as an applet that runs on the server side
MOU	The Joining georgia.gov Memorandum of Understanding (MOU) sets the framework for how GTA and an Agency will work together on all portal projects they do in the future. It lays out the responsibilities for GTA and for the Agency and is signed by both agency heads.
MPEG	Motion Pictures Experts Group, a compressed digital video standard. High-quality MPEG files consume a great deal of space and often require dedicated decoding (CODEC) hardware to replay them in real time at full-screen video resolutions.
Offline media	Any printed material.
Online media	Web sites and other Internet applications.
PCC	Portal Contact Center operated by GTA to answer queries from constituents regarding the portal. Assistance is based on working knowledge of the portal and Frequently Asked Questions (FAQs) supplied by agencies. See also ACC.
PDF	Portable Document Format. A file format created by Adobe Systems, Inc., that preserves all of the fonts, formatting, colors, and graphics of any source document, regardless of the software and computer platform used to create it. When added as an extension to the name of a computer file, PDF indicates that the file contains an image of a document in compressed form for ease of electronic distribution. The file can be opened by the appropriate computer application.
Personalization	The generation of custom content or presentation for Web users.
Plug-in	A program/application module that provides additional capability to a software package. Plug-ins are added to Web browsers to enable them to support new types of content (audio, video, PDF files, etc.).
Portal	A Web site that serves as a first "port of call" for constituents. Most portals are search engines offering news and other content facilities.
Search Engine	A service that helps users finds material on a Web site by typing in the topic. Submitting Web sites to major search engines for indexing is a way to increase traffic to the sites.
ServiceCenter®	ServiceCenter® is the name of the Peregrine Systems, Inc. software product that is used by GTA to log, track, and transmit trouble tickets related to georgia.gov , as well as Tier 2 support contacts between the Portal Contact Center and the Agency Contact Center.
SSL	Secure Sockets Layer. A protocol for managing the security of message transmission on the Internet. It is included in Microsoft and Netscape browsers and in many Web server products. The protocol is often used in Web applications

Term	Definition
	that require a secure link, such as e-commerce applications, and is also used to control access to Web-based subscription services.
Struts	Struts is an open source framework for building Web applications. Struts encourages application architectures based on the Model-View-Controller (MVC) pattern and provides services common to most Web applications. Struts helps developers deploy products that are reliable, scaleable, and easier to maintain.
Sub-portal	An agency's Web site within georgia.gov . Agency "business cards" are also considered sub-portals but will be replaced over time by agency Web sites.
Survey Tool	The Enterprise Survey Tool allows agencies to quickly and easily create surveys to gather feedback on their services from constituents. It can also be used as an on-line form to collect information. See Section 2 of the Guide.

Appendix B - Memorandum of Understanding (MOU)

The Joining **georgia.gov** Memorandum of Understanding (MOU) sets the framework for how GTA and an Agency will work together on all portal projects they do in the future. It lays out the responsibilities for GTA and for the Agency and is signed by both agency heads. It is the first step in working together on portal projects and is completed only once; however, if an exception is identified, a revised MOU must be completed.

Memorandum of Understanding can be found at:

[MOU](#)

Appendix C – Inter-Agency Agreement (IAA)

This Inter-Agency Agreement (IAA) serves as an agreement between the Georgia Technology Authority's (GTA) **georgia.gov** Portal Contact Center (PCC) and an agency.

This IAA documents the characteristics of PCC services that are required by the agency as they are mutually understood and agreed to by representatives of the agency and GTA. This IAA ensures that the proper elements and commitments are in place to provide optimal support of content and applications being developed and managed by an agency for inclusion on the State of Georgia's website (**georgia.gov**) which is managed by the GeorgiaNet Division of GTA.

There are two IAA Templates:

IAA for applications and IAA-C for Content-only can be found at:

[Support Documents](#)

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